 Independent Verification & Validation Program	Work Instruction for World Wide Web Resource Review and Approval	IVV 20-1 Version: K Effective Date: April 3, 2013
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APPROVAL SIGNATURES		DATE
Jeffrey Northey (original signature on file)	IMS Manager	04/03/2013
Jeffrey Northey (original signature on file)	Process owner	04/03/2013

REFERENCE DOCUMENTS	
Document	Title
Code of Federal Regulations (CFR)	Title 16, Part 312 – Children’s Online Privacy Protection Act
Form 1020	Web Site Review
IVV QM	NASA IV&V Quality Manual
IVV 10	Software and Hardware Configuration Management
IVV 16	Control of Records
NPR 1441.1	NASA Records Retention Schedules
Section 508	Electronic and Information Technology Accessibility Standards (Section 508)
Resources for understanding and implementing Section 508	Section 508: The Road to Accessibility

If any process in this document conflicts with any document in NODIS, this document shall be superseded by the NODIS document. Any reference document external to NODIS shall be monitored by the Process Owner for current versioning.

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1.0 Purpose

The purpose of this work instruction (WI) is to provide a consistent method for requesting the creation, hosting, change, or deletion of web sites in support of the NASA IV&V Program.

2.0 Scope

This WI applies to all new web sites and current web sites. For specific technologies supported by the Software Assurance Tools (SWAT) Group, the request may be redirected to the SWAT Lead.

3.0 Definitions and Acronyms

Official NASA IV&V roles and terms are defined in the [Quality Manual](#). Specialized definitions identified in this WI are defined below.

3.1 Children's Online Privacy Protection Act (COPPA)


COPPA is implemented by the Children's Online Privacy Protection Rule that is defined in the Code of Federal Regulations, Title 16, Part 312. COPPA applies to the online collection of personal information by persons or entities under U.S. jurisdiction from children under the age of 13. It spells out what a web site operator must include in a privacy policy, when and how to seek verifiable consent from a parent, and what responsibilities an operator has to protect children's privacy and safety online.

3.2 Requester

The Requester is an individual or group submitting a request for creating, hosting, change, or deletion of a web site. A Requester can be anyone who supports the NASA IV&V Program.

3.3 Section 508

Section 508 refers to Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220), August 7, 1998. Section 508 requires that federal agencies'

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electronic and information technology is accessible to people with disabilities. Additional details about Section 508 can be found at <http://www.access-board.gov/sec508/standards.htm> and at <https://www.section508.gov/>.

3.4 Web Site Configuration Control Board (CCB)

The Web Site CCB is the group that reviews the change requests and analysis specified therein. The Web Site CCB consists of the Strategic Communications Office (SCO) Lead, Software Assurance Tools (SWAT) Lead, Information Technology (IT) Lead, Web Site Support Lead, Web Site Support Contractor, and/or others specified by any of the aforementioned entities.

3.5 Web Site Support Contractor


The Web Site Support Contractor is the contractor assigned to perform web site support for the NASA IV&V Program.

3.6 Web Site Support Lead

The Web Site Support Lead (or designee) is a NASA IV&V civil service employee assigned to manage the processes of the Web Site CCB.

3.7 Acronyms

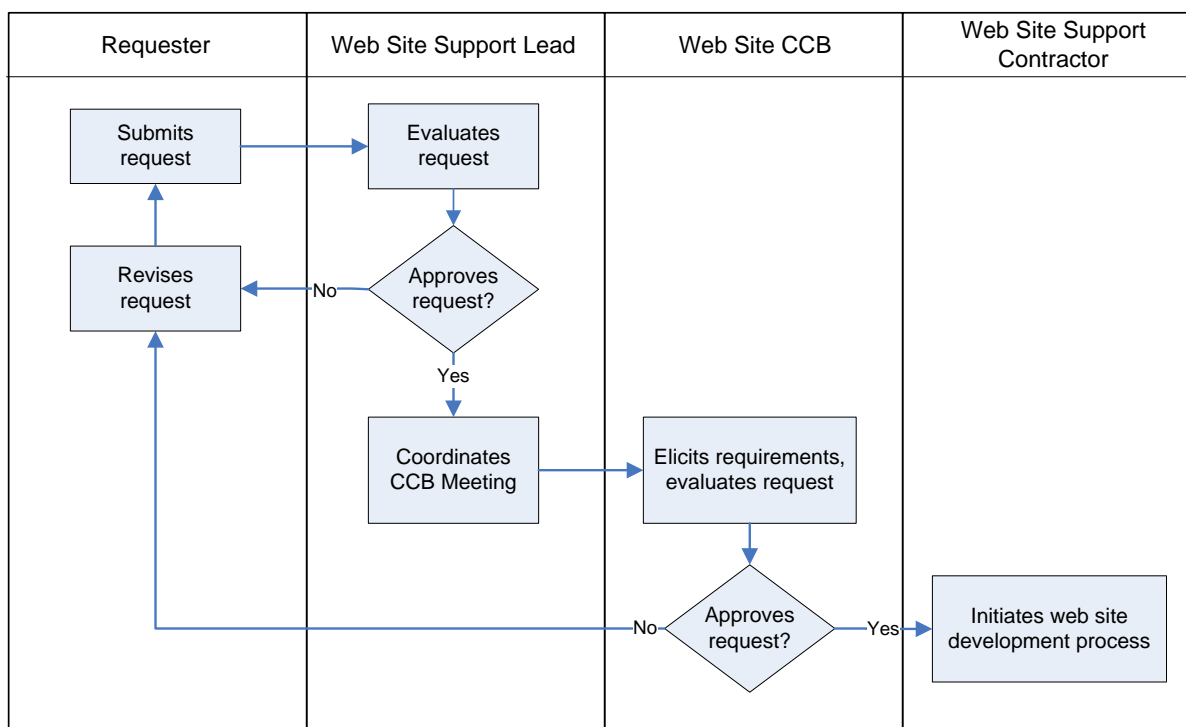
CCB	Configuration Control Board
CM	Configuration Management
CMP	Configuration Management Plan
COPPA	Children's Online Privacy Protection Act
ECM	Enterprise Content Management
IMS	NASA IV&V Management System
NPR	NASA Procedural Requirements
SCO	Strategic Communications Office
STRAW	System for Tracking and Registering Applications and Web Sites
SWAT	Software Assurance Tools
WI	Work Instruction
WCR	Web Site Change Request

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4.0 Process Flow Diagrams


The following diagrams depict processes described in this document, and the responsibilities and actions that shall be performed by process participants or their designees. Any information supplemental to the depicted process will appear after the diagram.

4.1 Web Site Creation/Hosting Request



To request the development and/or hosting of a web site to support the NASA IV&V Program, the Requester shall email the Web Site Support Lead at ivv-websupport@lists.nasa.gov and identify the following:

- Name of the Requester
- Description of the web site to be developed and/or hosted
- Location of the web site (if applicable) or data files necessary to describe requirements for hosting and/or developing the web site
- Dates pertinent to target delivery/completion times

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The Web Site Support Lead shall evaluate the request and if approved, schedule a Web Site CCB meeting. If the Web Site Support Lead rejects the requests, the Web Site Support Lead shall communicate this decision and the rationale for the decision to the Requester.


The Web Site CCB shall evaluate the request, including the purpose, requirements, and other details of the proposed web site. If the request is approved by the CCB, the Requester shall provide the requirements for hosting and/or development to the Web Site Support Contractor for coordination of development and/or hosting activities. The Web Site Support Contractor shall initiate Form 1020, *Web Site Review*. The CCB may determine that the requirements for hosting and/or development need to be gathered before the CCB makes an approval decision. In that case, the requestor shall revise the request per the direction of the CCB.

4.2 Web Site Development

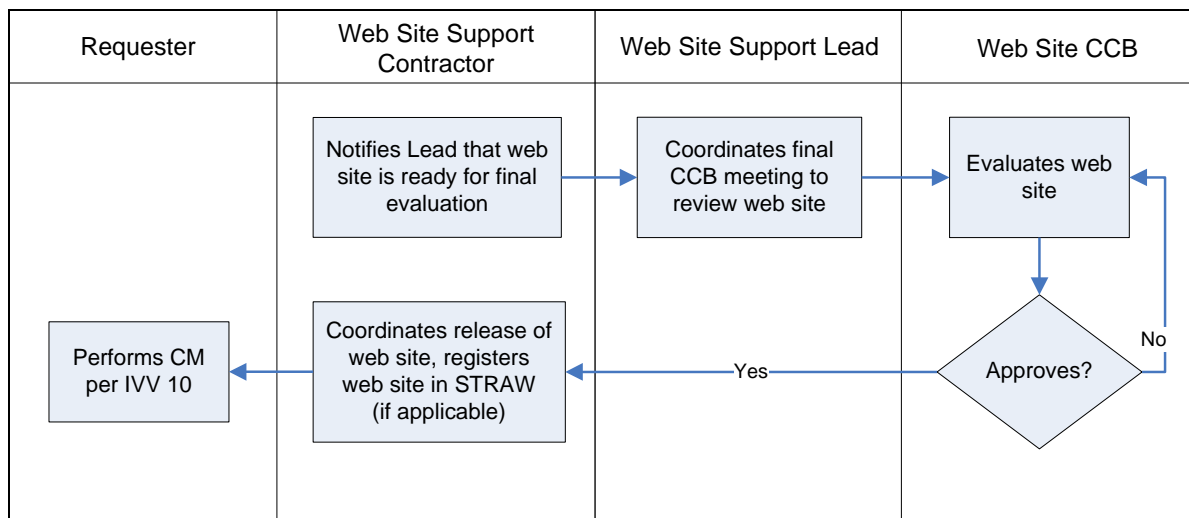
The Web Site Support Contractor shall coordinate web site hosting requirements with the Requester and work with the Network Operations staff to ensure that those requirements are provided for the web site.

The Web Site Support Contractor shall coordinate the development schedule with the Requester regardless of who is to develop the web site. If the Requester or parties are to perform web site development, the Requester must currently have a Configuration Management Plan (CMP), or shall develop a CMP according to IVV 10, *Software and Hardware Configuration Management*.

During the web site development, the Web Site Support Contractor shall also evaluate the web site according to required web site policies and standards (e.g., Section 508, COPPA, NASA privacy policies). Depending on the requirements, audience, and availability of the site, adherence to federal government, NASA, or NASA IV&V Program-required policies and standards may or may not be required. The Web Site Support Contractor shall review such policies and standards with the Requester prior to development initiation.

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4.3 Web Site Release and Registration




After the web site is developed and hosted, the Web Site Support Contractor shall notify the Web Site Support Lead. The Web Site Support Lead shall schedule a Web Site CCB meeting for final review of the web site.

Upon Web Site CCB approval of the completed web site, the Web Site Support Contractor shall coordinate the release of the web site with the Requester and any other associated parties. If applicable, the Web Site Support Contractor shall also register the web site in NASA's System for Tracking and Registering Applications and Web Sites (STRAW). The Web Site Support Contractor shall complete Form 1020, *Web Site Review*. The Requester performs Configuration Management (CM) per IVV 10, *Software and Hardware Configuration Management*.

4.4 Web Site Change Request

To request a change to a web site, follow the Configuration Management Plan for that web site. The reference list for CMPs is currently stored on ECM.

Most web sites use the [Web Site Change Tool](#) on the IV&V Services Web Site. This tool can be used by any NASA IV&V Program employee to

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request changes to any web site that is governed by the process. If, when filling out the origination form, there is no listing for the web site for which you wish to make a request, then that web site is not contained in the Web Site Change Tool process and, therefore, does not fall within its scope. You must then either check the CMP or contact the maintenance personnel listed on that web site for assistance.

4.5 Web Site Deletion Request

To request the deletion of a web site, follow the Configuration Management Plan for that web site. If a web site will be deleted then the Responsible Owner will examine it for data, code, and/or schema that may need to be archived. Note: most web sites contain data that are records that shall be handled per IVV 16, *Control of Records*.

5.0 Metrics

Any metrics associated with this WI are established and tracked within the NASA IV&V Metrics Program.

6.0 Records

The following records will be generated or updated and filed in accordance with this WI and IVV 16, *Control of Records*, and in reference to NASA Procedural Requirement (NPR) 1441.1, *NASA Records Retention Schedules*.

Record Name	Original	Vital	Responsible Person	Retention Requirement	Location
Submitted Form 1020	Y	N	Web Site Support Lead	Retire to FRC 1 year after discontinuance of the system. Destroy 10 years after discontinuance. (2/14C2)	ECM System
Web Site Change Requests (WCR)	Y	N	Web Site Support Lead	Destroy when 2 yrs old (1/78I)	Juno Server



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VERSION HISTORY

Version	Description of Change	Rationale for Change	Author	Effective Date
Basic	Initial Release.		Brian Kesecker	07/26/2005
A	Updated document to reflect IVV 05-3 changes and incorporated ADR comments	reflect IVV 05-3 changes and Annual Document Review	Brian Kesecker	01/27/2006
B	Removed Communications Materials Review from the process and made a few minor context edits. Also, addition of GPR 2800.1 references.		Brian Kesecker	02/17/2006
C	Clarified purpose and scope. Changed title from "World Wide Web Resource Request Review and Approval" to "World Wide Web Resource Review and Approval".	PAR # 2007-P-238	Jeff Northey	06/06/2007
D	Quality Manual hyperlink updated.		Stephanie Ferguson	03/10/2008
E	Update to align with Facility Management paradigm	Align with Facility Management paradigm	Stephanie Ferguson	07/09/2008
F	Changed "IV&V Facility" to "IV&V Program"		Stephanie Ferguson	01/06/2009
G	Updated Section 4.0 to break single process flow diagram into two diagrams		Stephanie Ferguson	03/17/2010

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Version	Description of Change	Rationale for Change	Author	Effective Date
H	Changed "AWRS" to "STRAW"; added reference document precedence statement. Updated COPPA and Section 508 links.	Links allow users to easily find official guidance sources	Richard Grigg	12/08/2010
I	Expanded scope to reflect changes and deletions, and the Web Site Change Process.		Richard Grigg	05/27/2011
J	Replace "Institutional Services Lead" with "SCO Lead" and "Tools Lab Lead" with "SWAT Lead".	Align with new IV&V Program reorganization	Michael Asbury	02/09/2012
K	Update: Title, Scope, Requester definition, processes, process titles, and section 4.3 flowchart	ADR. Increased clarity and accuracy to ensure internal consistency	Jeffrey Northey	04/03/2013

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